

# CIMOR Access Instructions

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# CIMOR and Portal User Account Setup and Login Instructions

The following is the basic setup for new users and log in errors in the CIMOR and Portal applications.

1. First, you will need an account to access the CIMOR or Portal page. A DMH Userid can be requested and updated using the [Contract Provider Access Request Form](#). This form is located on the DMH Portal page at <https://portal.dmh.mo.gov>.
2. You will receive an email with the User ID (myxxxxx) and a separate email with your temporary password that must be reset at your first log on. You will have 21 days to change your temporary password. If the temporary password is not changed within the first 21 days your account will be disabled and you will need to call the help desk to get the account enabled.
3. You will need to go to the portal page <https://portal.dmh.mo.gov>. It is recommended that this page be added to your favorites, as you will need to come back to it often.

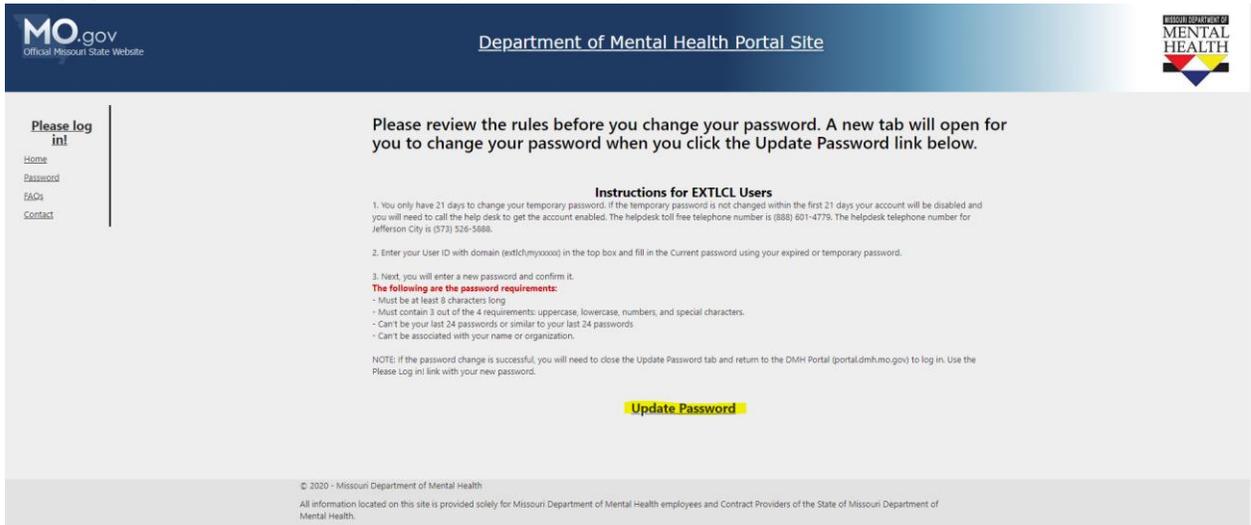
The screenshot shows the homepage of the Department of Mental Health Portal Site. The header includes the MO.gov logo and the text "Department of Mental Health Portal Site". A navigation menu on the left lists "Please log in!", "Home", "Password", "FAQs", and "Contact". The main content area features an "IMPORTANT NOTICES:" section with two items: "New Test Notification - Long URL" and "google.com link for checking links", each with a "Click Here" button. Below this are three sections: "Access Request Form", "Password Reset and CIMOR Role Setup Instructions", and "Customer Support". On the right side, there is a "CIMOR Production Environment" section with a "Production" button and a "Non-Production Environments" section with "CIMOR Training" and "CIMOR Provider Test" buttons. A checkbox is present with the text: "I attest that I have taken the SSA Electronic Information Training at least once in the previous 12 months. This training is located in the Apps-Docs-Video folder on this portal."

## Changing Temporary Password Using Portal Page

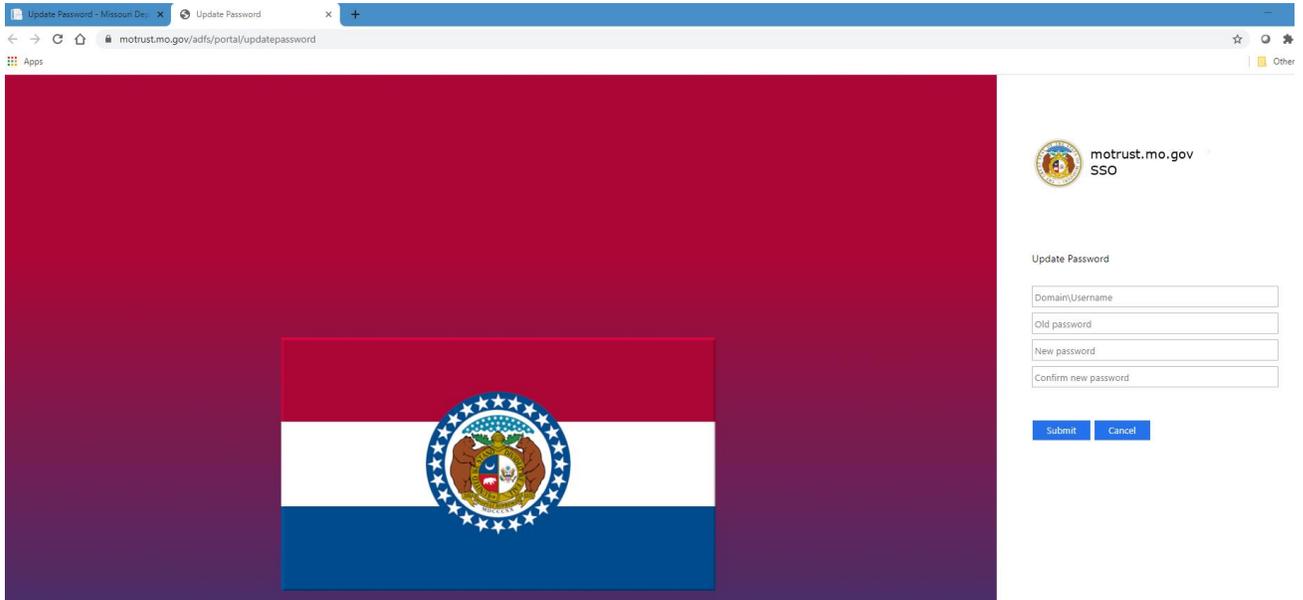
1. On the portal page, click “Password” from the menu on the left. A new page will display with further instructions.



2. Read the instructions on the Password page and select “Update Password” at the bottom of the page. A new tab will open for you to enter your information.



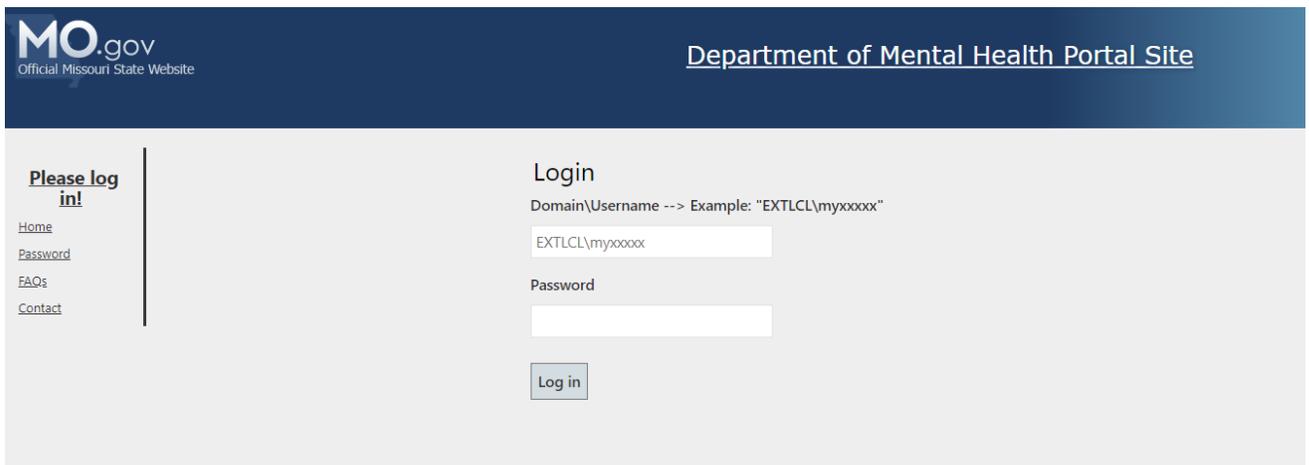
3. In the “Domain\Username” box, enter your user name including the domain “EXTLCL\myxxxx”. In the “Old Password” box, enter your temporary password. In the “New password” and “Confirm new password” boxes, enter your new password. Make sure you follow the password rules from the portal instructions.



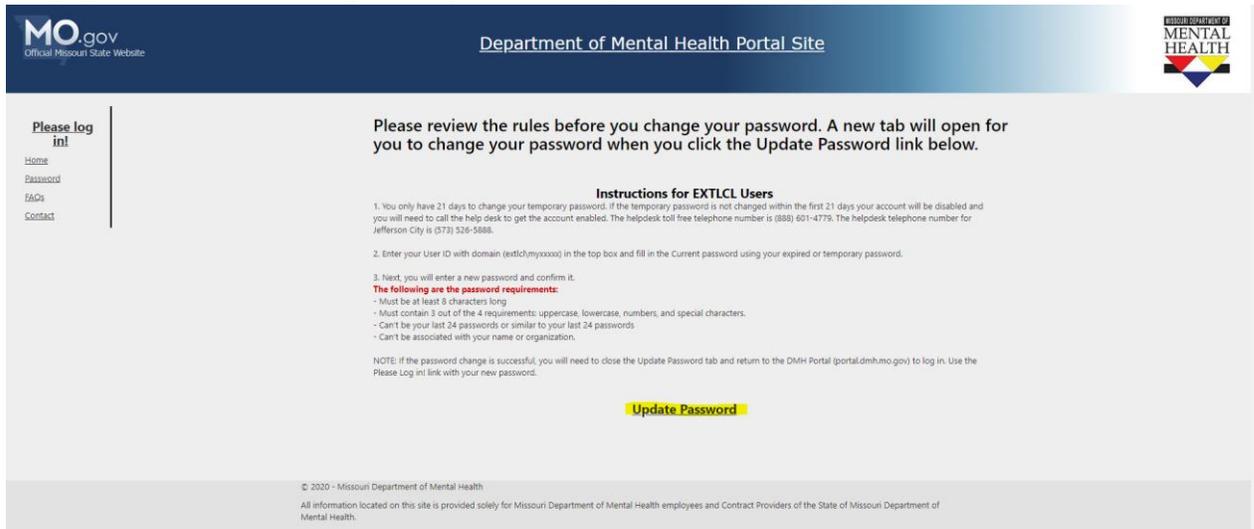
4. After you have successfully changed your temporary password, close the Update Password tab and return to the portal to sign in.

## Changing an Expired Password Using Portal Page

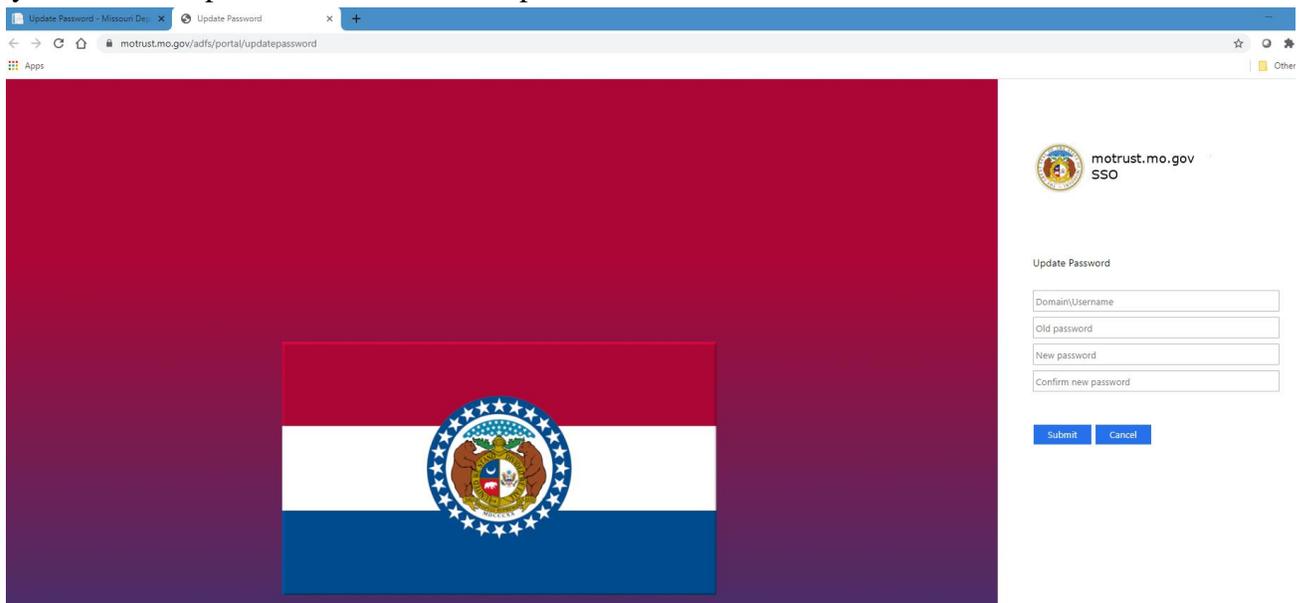
1. On the portal page click “Please log in!” If your password is expired, it will automatically prompt you to change the password. This is the same user name and password you use in CIMOR. The only difference is you must include the domain “EXTLCL\myxxxxx” with the user name. The domain is EXTLCL.



2. Read the instructions on the Password page and select “Update Password” at the bottom of the page. A new tab will open for you to enter your information.



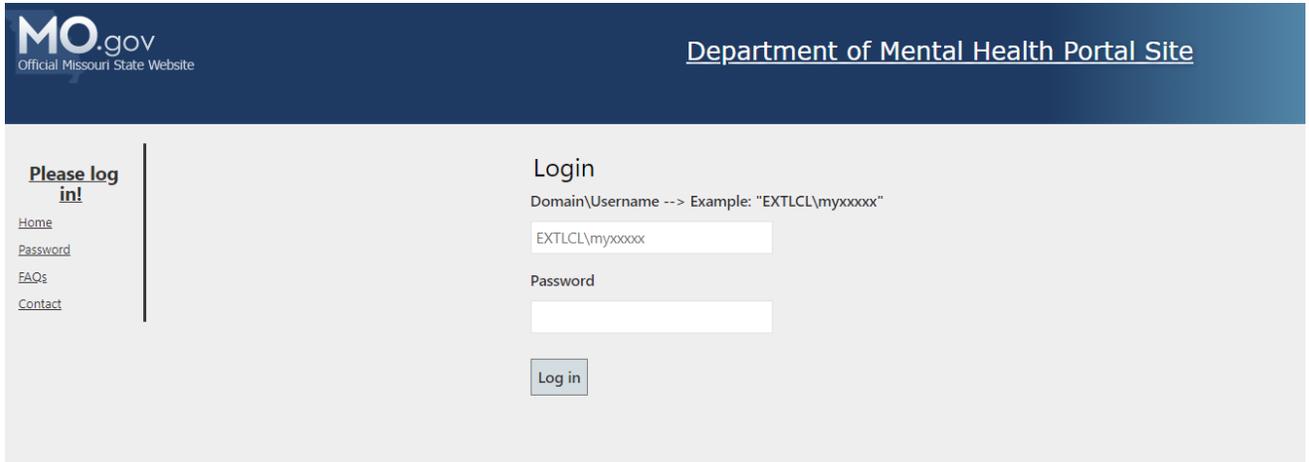
3. In the “Domain\Username” box, enter your user name including the domain “EXTLCL\myxxxx”. In the “Old Password” box, enter your expired password. In the “New password” and “Confirm new password” boxes, enter your new password. Make sure you follow the password rules from the portal instructions.



4. After you have successfully changed your temporary password, close the Update Password tab and return to the portal to sign in.

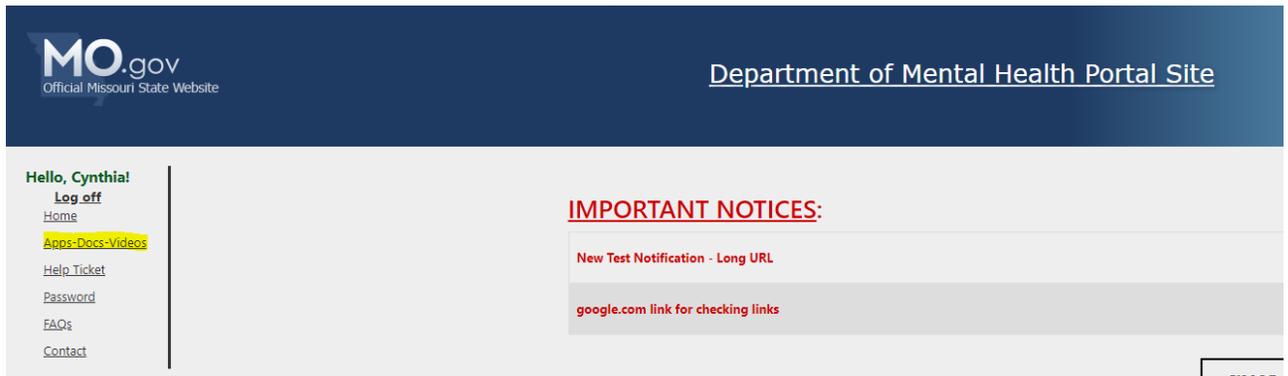
## Logging into ARA to Request Roles

1. Log in to the Portal page by selecting “[Please Log in!](#)” Enter your user name and password. You must include the domain “EXTLCL\myxxxxx” with the user name.



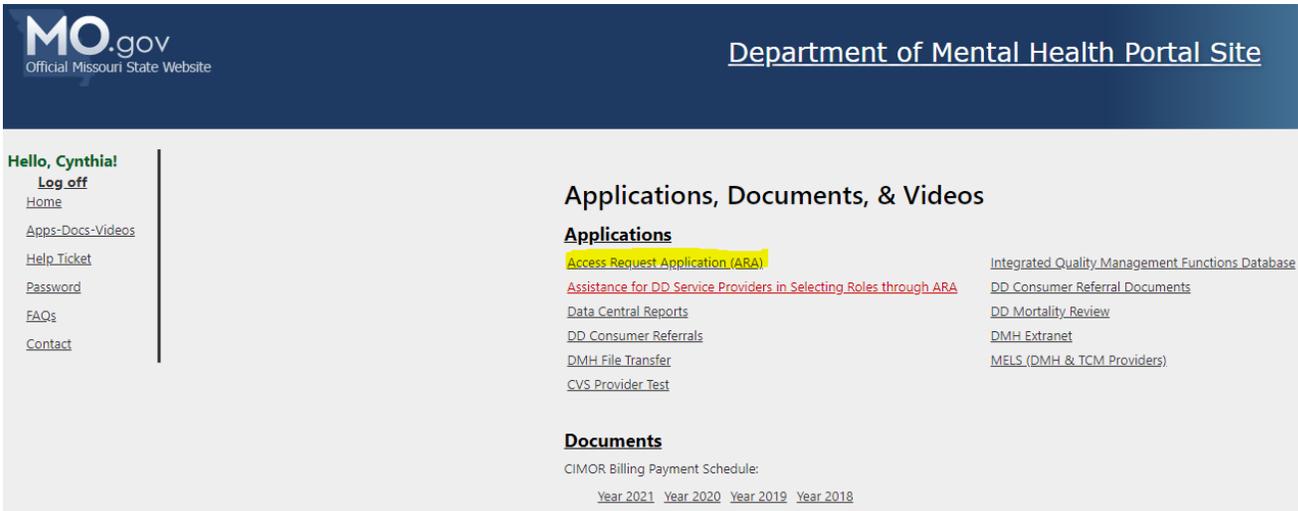
The screenshot shows the login page of the Missouri State Website Department of Mental Health Portal Site. The header includes the MO.gov logo and the text "Official Missouri State Website" on the left, and "Department of Mental Health Portal Site" on the right. On the left side, there is a vertical menu with the text "Please log in!" and links for "Home", "Password", "FAQs", and "Contact". The main content area is titled "Login" and contains the instruction "Domain\Username --> Example: 'EXTLCL\myxxxxx'". Below this instruction are two input fields: the first contains the text "EXTLCL\myxxxxx" and the second is empty. A "Log in" button is located below the password field.

2. Once logged in to the Portal Page it should say “Hello, YOUR NAME”. Select Apps-Docs-Videos in the list located on the left side of the page.



The screenshot shows the user dashboard after logging in. The header is the same as the login page. On the left side, the user is greeted with "Hello, Cynthia!" and a "Log off" link. Below this are several menu items: "Home", "Apps-Docs-Videos" (highlighted in yellow), "Help Ticket", "Password", "FAQs", and "Contact". On the right side, there is a section titled "IMPORTANT NOTICES:" with two notification items: "New Test Notification - Long URL" and "google.com link for checking links".

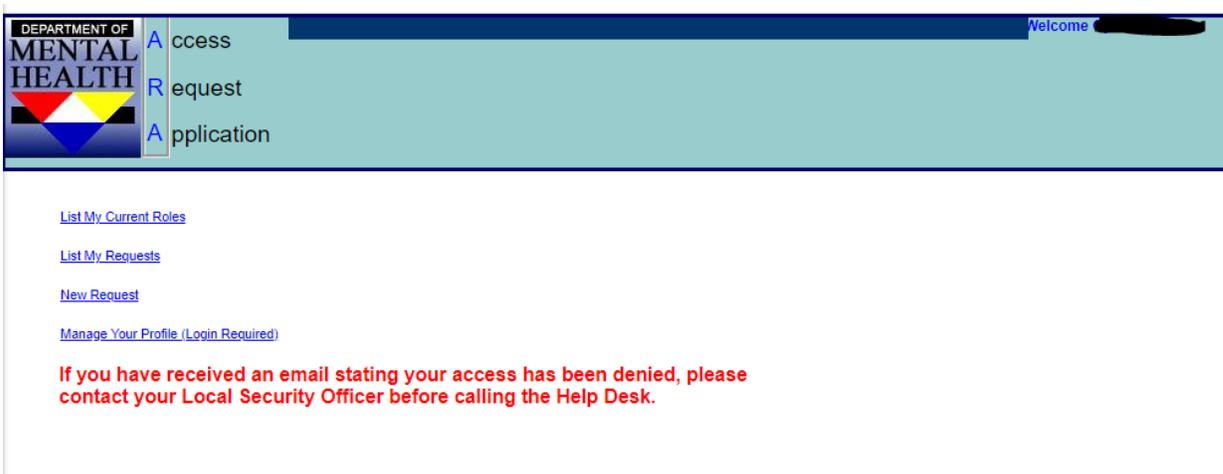
3. On the next screen, select the Access Request Application (ARA) under **Applications**. If you are a DD provider, you can also find a help document for selecting your roles on this page.



- The ARA login window will be the same as logging into the portal page, “EXTLCL\myxxxxx” and current password. DO NOT CHECK the “Remember my credentials” box as it can cause future problems when logging in.



- Once logged in you will see the following screen to assist you and your local security officer.



ITSD personnel do not have training in setting up the security roles; your local security officer

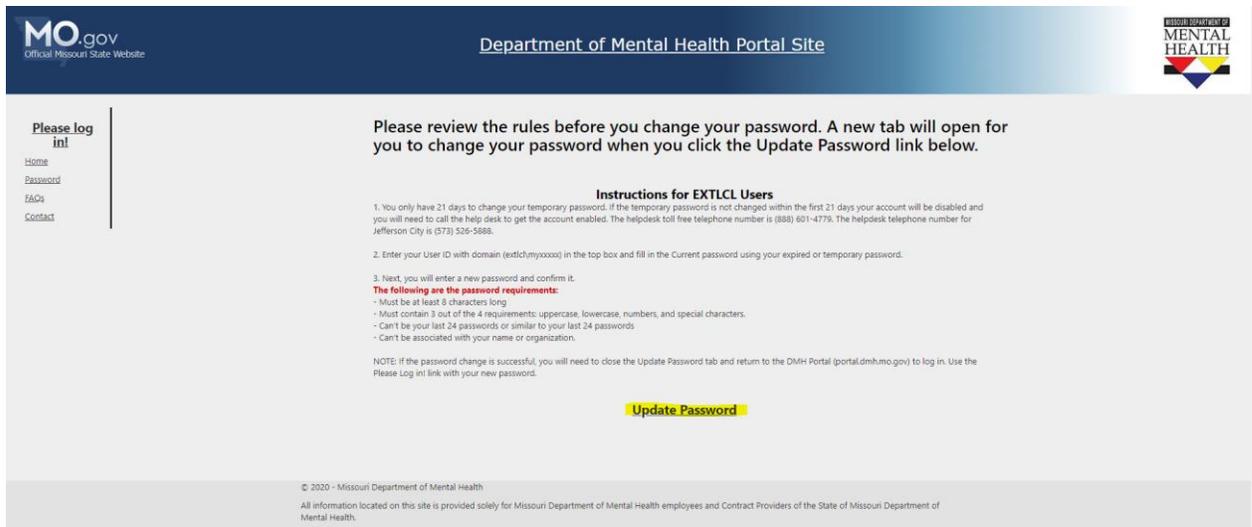
will assist you through that part. You may also contact provider relations in your regional office for help with security roles.

## Changing Password Before it Expires

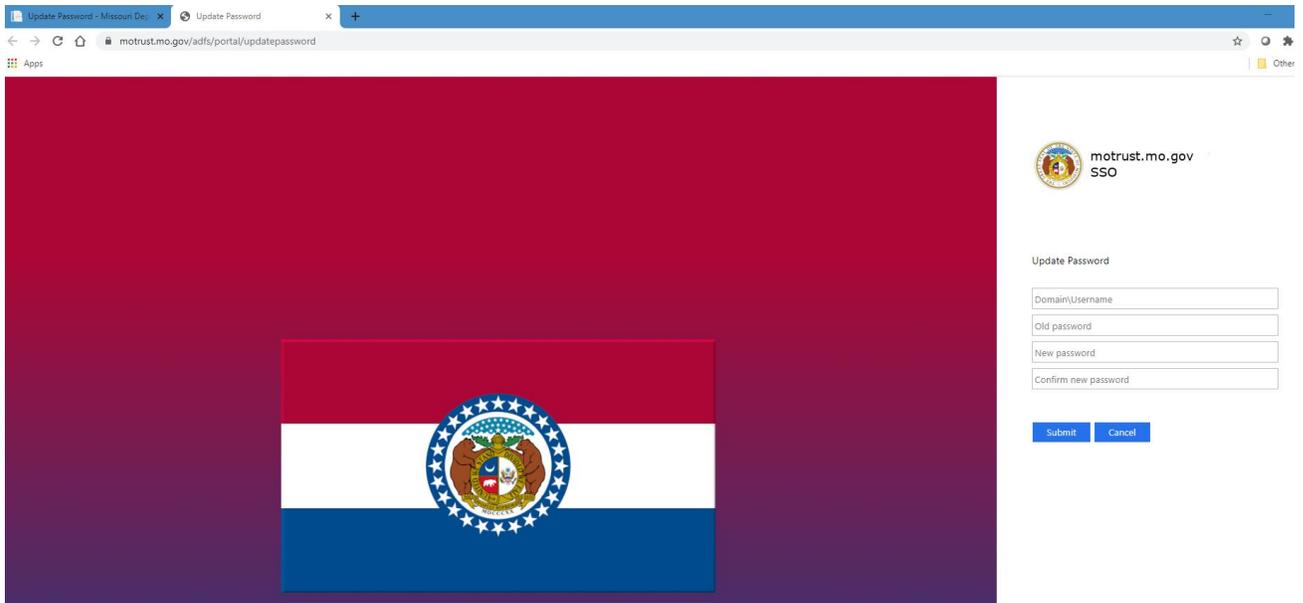
1. On the portal page, click “Password” from the menu on the left. A new page will display with further instructions.



2. Read the instructions on the Password page and select “Update Password” at the bottom of the page. A new tab will open for you to enter your information.



3. In the “Domain\Username” box, enter your user name including the domain “EXTLCL\myxxxxx”. In the “Old Password” box, enter your current password. In the “New password” and “Confirm new password” boxes, enter your new password. Make sure you follow the password rules from the portal instructions.



4. After you have successfully changed your temporary password, close the Update Password tab and return to the portal to sign in.

## Changing Password Using the CIMOR Production Environment

1. You have the option to change your password using the CIMOR Production Environment.
2. On the portal page, check the “I attest.....” box and select the CIMOR Production Environment icon to be taken to the CIMOR login page or you can use the CIMOR link: <https://cimor.dmh.mo.gov/CIMORLogin.aspx>

3. Enter your User ID (myxxxxx) and temporary password. Make sure EXTLCL is selected in the Domain\* box. Review the SSA Training and then check the box “I attest.....” and select Login. You should get a message that the password has expired and must be changed before logging in.

**CIMOR** Login Page

Enter your User ID, Password, and Domain to access the CIMOR system.  
**Warning: you are entering the PRODUCTION CIMOR system.**

User ID\*

Password\*

Domain\*  [Need Help?](#)

"I attest that I have taken the SSA Electronic Information Training at least once in the previous 12 months." [Click here to take the training.](#)

**Important Note** - If you get a message asking Do you want Windows to remember this password, so that you don't have to type it in again the next time you visit this page? You should answer no! Allowing the browser to remember your password will cause problems when your password is changed.

4. First, you will need to put your temporary or current password in the password box below the User ID. You will then confirm your email address in the Confirm Email Address box. Next, you will add a new password and confirm it. The following are the password requirements:

- Must be at least 8 characters long
- Must contain 3 out of the 4 requirements: uppercase, Lowercase, numbers, and special characters.
- Can't be your last 24 passwords or similar to your last 24 passwords
- Can't be associated with your name or organization.

Please ignore any errors until after you have pressed the change password button. “NOTE: If you press Enter after the last box, the boxes are cleared and you will have to refill in the empty boxes”.

**CIMOR Login Page**

Enter your User ID, Password, and Domain to access the CIMOR system.

User ID\*  User ID

Password\*  Current or Temporary Password

Domain\*  Must be EXTLCL

**Password Expired! Please change password and Update Email.**

Email Address\*  Email Address

Confirm Email Address\*  Confirm Email Address

New Password\*  New Password

Confirm New Password\*  Confirm New Password

Must Click Change Password

**Important Note** - If you get a message asking  
Do you want Windows to remember this password,  
so that you don't have to type it in again the next time you visit this page?  
You should answer no!  
Allowing the browser to remember your password  
will cause problems when your password is changed.

**All Boxes Must Be filled in to Change Password!**

**Password Requirements:**

- Must be at least 8 characters long
- Must contain 3 out of the 4 requirements: Uppercase, lowercase, numbers, and special characters.
- Can't be your last 24 passwords or similar to your last 24 passwords.
- Can't be associated with your name or organization.

5. If the password change is successful, you will be taken to the CIMOR login screen where you can login with your new password. New users will receive a message “You are not authorized to view this page”. This is normal because you do not have security roles set up in CIMOR. **SEE PAGE 4-5 FOR ASSISTANCE WITH LOGGING INTO ARA.**